

**ESF Coordinator**

Stillwater County Public Safety  
Answering Point (PSAP)

**Primary Agencies**

Stillwater County DES  
  
Stillwater County Sheriff's Office  
Stillwater County IT (Morrison/  
Maierle)  
Stillwater County PSAP  
Columbus Police Department

**Support Agencies**

Montana Department of Natural Resources  
Montana Department of Military Affairs

Industrial Communication & Electronics  
Bureau of Land Management/ Billings Inter-agency  
Dispatch Center (BLM/USFS/DNRC/BDC)

**Introduction**

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**Purpose**

Emergency Support Function (ESF) #2 – Communications: Supports the restoration of the communications infrastructure, facilitates the recovery of systems and applications from cyber-attacks, and coordinates local communications support to response efforts during incidents requiring a coordinated local response. ESF #2 provides communications support to county and city governments and first responders when their systems have been impacted, and provides communications and information technology (IT) support to emergency operations at command posts, meeting locations and field locations. Due to the number of agencies responding to local incidents IT support will work closely with neighboring agencies on all incidents in order to make systems interoperable as much as possible. This requires increased synchronization of effort and capabilities between the communications and IT sectors to facilitate ESF #2's ability to respond to all types of incidents.

**Scope**

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ESF #2 includes three primary functions:

**Restoration of Emergency and Public Safety Communications:** ESF #2 coordinates local actions of industry, state and local governments with emergency communications and restoration of public safety communications systems and first responder networks. These efforts are coordinated by Stillwater County PSAP staff.

**Incident Communication Support:** ESF #2 provides communications support to incidents at command posts, meeting and field locations. These efforts are coordinated by the Stillwater County PSAP.

**Cyber Security Defense and Support:** ESF #2 also addresses cyber security issues that result from or occur in conjunction with incidents. However, for incidents that are primarily cyber in nature, the Cyber Incident Annex is used and ESF #2 supports responses to cyber incidents as directed. These efforts are coordinated by Morrison-Maierle, the county's IT service.

## Policies

**Table 2-1. Policies**

General	<ul style="list-style-type: none"> <li>The restoration of emergency and public safety communications shall take priority when multiple communication systems are impacted</li> <li>Communications linking field operations, Public Safety Answering Point (PSAP), Emergency Operations Center (EOC), and/or Incident Command Post (ICP) shall be organized and coordinated with city, county, state and federal agencies to ensure information flow across agencies during emergency operations</li> <li>Communication systems included under ESF #2 include radio communications for fire, EMS, law enforcement, healthcare and incident specific communications. These include but are not limited to radio communications, PSAP capabilities, LTE/3G/4G, additional data networks and information exchange platforms.</li> </ul>
Restoration of Communications	<ul style="list-style-type: none"> <li>Communications and dispatching may be set up using Columbus Fire/Rescue and/or Amateur radios in the event of a communications outage involving the PSAP</li> <li>Existing policies and back-up sites for PSAP operations shall be utilized as needed and determined by the operating agency to ensure minimal down time at the PSAP.</li> </ul>
Incident Command Support	<ul style="list-style-type: none"> <li>When possible, large incidents should strive to deploy incident specific communications to reduce pressure on day-to-day communication infrastructure and allow for normal operations to continue.</li> <li>Communications linking incident command posts, operations centers, agency meeting locations and field operations should be established early to ensure continuity of information flow, involvement of local jurisdictions and all agencies part of the incident.</li> </ul>
Cyber Security	<ul style="list-style-type: none"> <li>Cyber Security incidents may be standalone incidents subject to this plan and other operational plans maintained by the agency operating the cyber system.</li> <li>Cyber Security incidents are a category of "emergency or disaster" under this plan and in mutual aid agreements in Stillwater County, unless specifically broken out and addressed in a mutual aid document.</li> </ul>

## Concept of Operations

### General

Stillwater County Disaster and Emergency Services activates ESF #2 when a significant impact to the communications infrastructure is expected or has occurred. When activated, ESF #2 provides communications support to the impacted area, as well as to incident command posts, operations centers, agency meeting locations and field operations ongoing within the jurisdictional boundaries at the time of the incident. ESF #2 support is scalable to meet the specific needs of each incident

response, and response resources are drawn from a matrix of personnel and equipment available from the ESF #2 support agencies.

ESF #2 supports all other ESFs in their communication needs for the duration of the incident or communication issues to ensure proper communication and information flow to and from all agencies and parties involved in incident response.

Support agencies will provide assistance under the Incident Command System in place to the ESF Coordinator and Primary Agencies in line with their agency mission and functions. Types of support may include being subject matter experts, providing technical assistance, providing resources and expertise as required to support incident objectives.

**Table 2-2. Functional Categories and Responsibilities**

	ESF Primary Agency	ESF Responsibilities
Restoration of Communications	Stillwater County PSAP	<ul style="list-style-type: none"> <li>• Determines systems of communication that have failed and coordinates technical assistance in diagnosing failure</li> <li>• Deploys personnel, equipment and other resources needed to repair communication systems</li> <li>• Works with support agencies and private entities to bring private systems relied upon during emergency response back on line in a timely manner</li> <li>• Deploys personnel, equipment and other resources needed to establish temporary communication during the outage and maintain essential functions such as dispatching and PSAP capabilities</li> </ul>
Incident Command Support	Stillwater County PSAP	<ul style="list-style-type: none"> <li>• Works with incident command staff on large incidents to ensure adequate incident specific communications while also maintaining adequate communication capabilities for day-to-day incidents</li> <li>• Deploys communication resources including personnel and equipment to ensure communication linking incident command posts, operations centers, agency meeting locations and field operations</li> <li>• Ensures information flow and exchange capabilities of all agencies, jurisdictions and entities involved in the incident.</li> </ul>
Cyber Security	Morrison-Maierle IT Department	<ul style="list-style-type: none"> <li>• Coordinates with private-sector representatives of the IT community, as appropriate, to exchange policy and operational information necessary to respond to and recover from incidents.</li> <li>• Disseminates cyber threat warning information in conjunction with the NOC.</li> <li>• Coordinates cyber incident preparedness, response, and recovery activities to identify, analyze, and reduce cyber threats and vulnerabilities.</li> <li>• Facilitates interaction and collaboration among Federal departments and agencies, and with State and local governments, the private sector, and international organizations related to cyber security and cyber</li> </ul>

		<ul style="list-style-type: none"> <li>incidents.</li> <li>Supports the Department of Justice and other Federal law enforcement agencies in investigating and prosecuting cyber threats and attacks.</li> <li>Responds to cyber threats and attacks.</li> </ul>
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## Organization—Response Structure

ESF #2 operates under direction of Stillwater County PSAP. The PSAP will identify and provide a coordinator based on the assistance needed for an ESF #2 incident. When an incident requires assistance from more than one of the ESF #2 functions, Disaster and Emergency Services provides the regional point of contact and represents ESF #2 in its dealings with any Unified Coordination Group.

When ESF #2 assistance involves only one functional area of ESF #2 the agency in charge of that functional area may provide an individual to fill the coordinator function as the point of contact to represent ESF #2 in its dealings with any Unified Coordination Group. ESF #2 will have staff on duty at the Emergency Operations Center as needed, for the duration of the emergency response period.

## Actions and Responsibilities

**Table 2-3. Actions and Responsibilities**

Functional Category	Actions and Responsibilities
General	<ul style="list-style-type: none"> <li>Stillwater County Disaster and Emergency Services activates ESF #2 when a significant impact to the communications infrastructure is expected or has occurred.</li> </ul>
Restoration of Communications	<ul style="list-style-type: none"> <li>Establish communications with local industry, state and neighboring local governments as necessary to facilitate recovery of the communication system.</li> <li>Complete initial assessment of public safety communications equipment (repeater infrastructure) and determine which sites are working and which sites are not working.</li> <li>Identify communication issues between the PSAP/ EOC and field locations.</li> <li>Work to setup temporary communications or repair existing equipment to repair communications.</li> </ul>
Incident Command Support	<ul style="list-style-type: none"> <li>Determines need for setting up incident specific communication when large incidents are present.</li> <li>Assigns personnel to specific incidents to enhance communications with individual incidents, command posts, spike camps, supply, staging and other locations as needed.</li> <li>Troubleshoots on-scene communication issues.</li> </ul>

## Emergency Support Function #2- Communications

	<ul style="list-style-type: none"><li>• Works with the incident command staff to formulate a communications plan for specific incidents and implement that communications plan to responders.</li></ul>
Cyber Security	<ul style="list-style-type: none"><li>• Executes responsibilities as directed in Cyber Threat or Cyber Attack policies and procedures as maintained by each entity.</li><li>• Secures sensitive data, personally identifiable information (PII) and other protected information in the event of an attack.</li><li>• Adjusts plans and actions to individual cyber threats as necessary.</li></ul>

### Signatures

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We, the undersigned, understand our roles and responsibilities as outline in ESF #2.

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Carol Arkell  
Stillwater County Disaster and Emergency Services

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Charles Kem, Sheriff  
Stillwater County Sheriff's Office

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Jon Thomas  
Morrison-Maierle IT Service

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Jennifer Siegfried  
Stillwater County Public Safety Answering Point Supervisor

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Jacob Ward, Chief  
Columbus City Police Department